

Grade DC Report: Previous Week



Location Performance Analysis - Previous Week

NAME	GRADE	TREND	REVIEWS	INSIGHTS	IMPRESSIONS
DCOA	A+		21	202	202
Congress Heights Senior Wellness Center - Ward 8	A+		13	156	156
Model Cities Senior Wellness Center - Ward 5	A		7	38	38
The Washington Seniors Wellness Center - Ward 7	A+		1	8	8

Location Performance Monthly Trends

NAME	APRIL	MARCH	FEBRUARY	JANUARY	DECEMBER
DCOA	65 11	748 109	623 109	689 163	531 96
Family Matters of Greater Washington (Ward 6)	0 0	66 20	0 0	309 85	0 0
Model Cities Senior Wellness Center - Ward 5	24 2	123 17	161 26	3 1	152 30
Hayes Senior Wellness Center - Ward 6	20 6	36 3	191 32	51 8	118 14
Congress Heights Senior Wellness Center - Ward 8	0 0	360 32	116 14	10 4	4 1
The Washington Seniors Wellness Center - Ward 7	0 0	38 7	35 7	81 18	26 5
Family Matters of Greater Washington (Ward 8)	0 0	31 5	0 0	20 4	72 12
Seabury Aging Services (Ward 5)	0 0	3 1	0 0	60 12	31 5
Hattie Holmes Senior Wellness Center - Ward 4	0 0	3 1	6 2	31 6	30 8
Bernice Elizabeth Fonteneau Wellness Center - Ward 1	0 0	16 4	8 2	29 4	24 6
East River Family Strengthening Collaborative (Ward 7)	0 0	10 3	34 6	20 4	4 1
DC Office on Aging	15 1	12 1	8 2	10 2	31 4

Location Benchmarks - Previous Week

	OVERALL	SERVICE	FACILITIES AND AMENITIES	OFFERING
DCOA	 21 Reviews 202 Insights	 21 Reviews 92 Insights	 20 Reviews 74 Insights	 7 Reviews 18 Insights
Congress Heights Senior Wellness Center - Ward 8	 13 Reviews 156 Insights	 13 Reviews 75 Insights	 13 Reviews 53 Insights	 3 Reviews 12 Insights
Model Cities Senior Wellness Center - Ward 5	 7 Reviews 38 Insights	 7 Reviews 14 Insights	 6 Reviews 18 Insights	 3 Reviews 4 Insights
The Washington Seniors Wellness Center - Ward 7	 1 Reviews 8 Insights	 1 Reviews 3 Insights	 1 Reviews 3 Insights	 1 Reviews 2 Insights

21 Reviews - Previous Week

Your interaction with our Staff, if any: : Staff is **couteous** and **respectful**. **Very helpful in planning activities** for seniors. Your impression of our Facilities, if visited: : **Facility is well kept** and moves furniture around to satisfy activities and all the changes in schedule. **Comfortable areas**. Your thoughts on our Services offered, if applicable: : **Health Dialogue classes are very good**. **Lots of useful information**. **Teacher is good**. Other activities keep us busy and wanting to come to the Center. Any other comments: : We like meeting new seniors and are glad more people are joining the Center.



The Washington Seniors Wellness Center - Ward 7



03/29/2013

Your interaction with our Staff, if any: : **no problems** Your impression of our Facilities, if visited: : more parking Your thoughts on our Services offered, if applicable: : computer room, **internet problems too often**, when out. only thing available is games. they help older citizens brain thoughts. we need more on the internet. Any other comments: : **food is not very good**. Feel free to send us your email address – it might help us respond to your feedback. : propermiss@yahoo.com



Model Cities Senior Wellness Center - Ward 5



03/28/2013

Your interaction with our staff, if any: : My **interaction with the staff is fantastic**. They are a **great** bunch of individuals that show us so much love and affection with the intent of **helping us in any way needed to help us stay healthy**. Your impression of our facilities, if visited: : The facilities are **very nice**, the **equipment** is very nice and its been a challenge to us Seniors to see and know that by using the equipment and exercising and being nutrition saavy and being wise with the knowledge that we have to take care of our bodies, by doing this **we listen to our teachers** and learn what they are teaching us and we put this information to use. Your thoughts on our Services offered, if applicable: : The Services offered are **beautiful**, we have Providence Hospital taking care of our needs as well as The **Office on Aging**, and we **appreciate all you do**, in **aiding us and helping us to maintain good health** for hopefully many years to come. Any other comments: : Yes, I would like to let you know about our Tai-Chi teacher, Mr Thomas, he is **amazing**, he teaches us Seniors, Balance, Physical Control, Coordination, Self-healing Tactics, how to breathe properly and move gracefully. The exercises he teaches us is an exercise for the mind as well as the Body. We Seniors here at the Congress Heights Senior Wellness Center are **very glad to have** him to teach us this exercise, and now his class is so large that our Senior Exercise teacher has to move his class to larger section in the Center. Hes **very good** and **fun** as well. Feel free to send us your email address – it might help us respond to your feedback. : florestinej@yahoo.com



Congress Heights Senior Wellness Center - Ward 8



03/27/2013

Your interaction with our STAFF, if any: : THE STAFF IS **VERY HELPFUL**, I HAVE BEEN A MEMBER SINCE 9/2012. AND I TRY TO GO EVERYDAY TO PARTICIPATE IN THE PROGRAMS THAT OFFERED Your impression of our Facilities, if visited: : THE **FACILITY IS NICE CLEAN**, AND THE **STAFF ARE VERY PLEASANT AND FRIENDLY** Your thoughts on our SERVICES OFFERED, if applicable: : THERE ARE **WIDE VARIETY** OF SERVICES OFFERED, I **ESPECIALLY ENJOY THE CHAIR EXERCISE AND THE NUTRITION CLASSES**, WE **HAVE AN OPPORTUNITY TO VISIT SOME OF THE GROCERY STORES FOR NUTRITION AND PLAYS** WHICH I WOULD PROBABLY NEVER GET TO GO WITHOUT BEING AT THIS CENTER Any other comments: : I **COMMEND STACIE THWEATT**, DIRECTOR OF THE MODEL CITIES WELLNESS CENTER. SHE DOES A **EXCELLENT JOB ORGANIZING AND PLANNING THE DIFFERENT ACTIVITIES** Feel free to send us your email address – it might help us respond to your feedback. : Lbsista46@aol.com



Model Cities Senior Wellness Center - Ward 5



03/27/2013

Your interaction with our Staff, if any: : **good** Your impression of our Facilities, if visited: : **good** Any other comments: : the **staff is great**



Congress Heights Senior Wellness Center - Ward 8



03/27/2013

Your interaction with our Staff, if any: : **good** Your impression of our Facilities, if visited: : **good** Your thoughts on our Services offered, if applicable: : **good** Any other comments: : **Help full** in most ways



Congress Heights Senior Wellness Center - Ward 8



03/27/2013

Your interaction with our Staff, if any: : **excellent** Your impression of our Facilities, if visited: : **excellent** Your thoughts on our Services offered, if applicable: : **excellent** Any other comments: : I am **happy to have** a place to go to for friendship, exercise, and knowledge.



Congress Heights Senior Wellness Center - Ward 8



Your interaction with our Staff, if any: : The Staff is beautiful, they are a loving and caring staff that thinks of us as family. They make sure our needs are taken care of at all times, and mind you these individuals have families and needs too, but they are always on the job to help us. We love and respect them wholeheartedly. Your impression of our Facilities, if visited: : the facilities are wonderful, we have the best equipment ever and we always have a wonderful schedule to follow with all types of amazing programs that help us to live and act like Seniors should in a healthy environment. The Congress Heights Senior Center is clean and inviting to everyone who comes there. Your thoughts on our Services offered, if applicable: : The Services offered is beautiful, we have all sorts of learning programs that enable us to show our talents and knowledge of all types of important events. This is because we have a wonderful Staff, a wonderful Director and some dynamic teachers who are so intelligent that can put together programs that Enhance or fitness abilities, our health awareness, our issue awareness concerning our daily welfare. These teachers put their whole being in every wonderful thing that they do for us. Mrs. Linda Grymes and Ms. Natalie Webb put on a project with us which was called Stepping Through The States, wherein everyone in our Center participated, The Staff, The Seniors that are Handicapped as well as all the other Seniors here, we were paired off in teams of Ten and we had to get 50,000 steps a week, which we were to be able to get 10,000 steps a day. It was a wonderful way for everyone to come together to compete with one another, but at the same time you were helping yourself to look at yourself and know that you need to work out and exercise more so that you can be healthy and live longer. Although there was a team called The Magnificent 10, who did an amazing job of winning over everyone, we all got prizes for our participation. It was wonderful. We started doing the steps on December 8th 2012, which was the kickoff date and today was March 26th which was our Stepping Through The States Finale, we Stepped through all the States and came to Mississippi, we accomplished enough Steps to walk to Australia, it was amazing, we worked out daily and enjoyed every moment of it, and everyone was a winner. We all received prizes from our teachers. Any other comments: : Yes, our Senior Center Congress Heights, in Ward 8, is fantastic. We show ourselves approved and are able to accomplish many things because of our Staff that we have been blessed to have, we are always encouraged by them to do better and to be the best we can, and we are very grateful to these beautiful individuals who made you feel like a whole person at all times. Our Staff is the Best of the Best. We owe them a great deal of respect and admiration, for they give all of themselves to help us and make us happy. May God Continue to Bless them and Theirs. We accomplished 30,252,559 Steps while participating in this program, as we were all in tune with our Director and our wonderful teachers who gracefully have our welfare at Heart. Its a wonderful Center, and we will always cooperate, show love and learn here at all times. Feel free to send us your email address – it might help us respond to your feedback. : florestinej@yahoo.com



Congress Heights Senior Wellness Center - Ward 8

A+

03/26/2013

Your interaction with our Staff, if any: : good Your impression of our Facilities, if visited: : very clean Your thoughts on our Services offered, if applicable: : very inviting Any other comments: : computer class good!



Model Cities Senior Wellness Center - Ward 5

A+

03/26/2013

Your interaction with our Staff, if any: : Satisfactory Your impression of our Facilities, if visited: : Great Your thoughts on our Services offered, if applicable: : Very Good



Model Cities Senior Wellness Center - Ward 5

A

03/26/2013

Your interaction with our Staff, if any: : some days good...some days no so good. Most day very good. Your impression of our Facilities, if visited: : Not a visitor, facility is well kept Your thoughts on our Services offered, if applicable: : Services in my opinion are very well prepared and worthwhile.



Model Cities Senior Wellness Center - Ward 5

A+

03/26/2013

Your interaction with our Staff, if any: : model cities staff is here for us. knowledgeable about our concerns. Your thoughts on our Services offered, if applicable: : the services offered are very helpful and are carried out with commitment concern and encouragement to when needed. thank you model cities for all that's offered. Any other comments: : keep on being here for us. thanks



Model Cities Senior Wellness Center - Ward 5

A+

03/26/2013

Your interaction with our Staff, if any: : theres an excellent computer instructor that's awesome and i enjoy all of the excersises that are offered by staff members Your impression of our Facilities, if visited: : this facility has opened up a different world for me. Always something to do Your thoughts on our Services offered, if applicable: : there is always something to do and i come everyday because of these services Feel free to send us your email address – it might help us respond to your feedback. : donna_5507@comcast.net



Model Cities Senior Wellness Center - Ward 5

A+

03/26/2013

Your interaction with our Staff, if any: : My interaction with the Staff is wonderful, they are nice and friendly as well as very helpful. Your impression of our facilities, if visited: : My impression of the facilities is great, the machines are nice, the programs are good, and the people are friendly. Your thoughts on our services offered, if applicable: : the services are very good. Any other comments: : yes, its the best place in the world to be able to come to and get healthy. Feel free to send us your email address – it might help us respond to your feedback. : I do not have an email, but my name is Mary Solomon



Congress Heights Senior Wellness Center - Ward 8

A+

03/25/2013

Your interaction with our Staff, if any: : Yes, the interaction with the staff is wonderful, they are friendly and they treat everyone with so much respect and are always willing to help. Your impression of our Facilities, if visited: : My impression of the facilities is always the same, the Center is always clean, the equipment is awesome to work on and all the activities are wonderful. Your thoughts on our services offered, if applicable: : The services offered are wonderful, the trips are very nice, you are able to see a lot of interesting sites that have been beneficial to me, as I might not have been able to see, and I have learned so much since I have been coming here. I have learned how to take care of my health and do the necessary things to help me live longer at the age I am. Any other comments: : Yes, Our Exercise teacher, Mrs. Linda Grymes, started a club, called Women on Women, which shows us older women how to cope with the many obstacles that might occur in our lives or things that one might be going through, see lets us know that we have to believe in ourselves, love



Congress Heights Senior Wellness Center - Ward 8

A+

ourselves and to not be in denial. She takes us on trips, we read books and she brings the Author of the books that we read to us and it is **awesome**. We learn a lot and we learn so much from her and her good spirit that she exhibits to us on a daily basis, and now she has started a Mens Club, which is called Men on Men, and she worked with them as well. she is a **delight to work with** and she **has taught us much**. Feel free to send us your email address – it might help us respond to your feedback. : florestinej@yahoo.com

03/25/2013

Your interaction with our **Staff**, if any: : My reaction with the Staff is **very nice**, they are **friendly** and **show so much respect for you**. Your impression of our **facilities**, if visited: : The facilities is **very nice**, the **exercise equipment** is very nice, Your thoughts on our Services offered, if applicable: : I **like** the **programs** that the **Center** has and the **teachers**. Any other comments: : The Center is **my home away from home**, and I **enjoy** seeing the **exercise teacher** teach us all the **wonderful** ways to stay healthy if we exercise and take care of our bodies. Feel free to send us your email address – it might help us respond to your feedback. : I do not have an email address but my name is Philip Campbell, I also worked in the kitchen for a short period and I met some wonderful people.



Congress Heights Senior Wellness Center - Ward 8

A+

03/25/2013

Your interaction with our **Staff**, if any: : I **love** the Staff, the first day I came to the Center, they were **so nice** and **friendly**. Your impression of our **facilities**, if visited: : The facilities are **wonderful** and everything was **so nice** and **clean**. Your thoughts on our **Services offered**, if applicable: : I think the Services offered here is very **good**, I **love** the programs that is offered and I love **everything**, from the **Staff**, the **wonderful teachers** and the people are **very nice** and **friendly**. Any other comments: : Yes, right now i am having a problem with transportation, as I have to ride metro access, and I don not have the funds for them all the time as they are very high. Feel free to send us your email address – it might help us respond to your feedback. : I do not have an email address but my name is Dorothy Lawrence.



Congress Heights Senior Wellness Center - Ward 8

A+

03/25/2013

Your interaction with our **staff**, if any: : I **love** the staff, and they **treat me very well**, and **enjoy** them very much. Your impression of our Facilities, if visited: : I **love coming to the Center**, I love to **exercise** sometimes and participate in all the **activities**. Your thoughts on our **Services offered**, if applicable: : i think the services here at the Center are **very good**, we have many **wonderful activities** for everyone to join in on. Any other comments: : Just, that i **love this wonderful Center**, Congress Heights Senior Wellness Center. Feel free to send us your email address – it might help us respond to your feedback. : I do not have an email address but my name is Mary Parrish. and my daughter also comes here.



Congress Heights Senior Wellness Center - Ward 8

A+

03/25/2013

Your interaction with our **staff**, if any: : My interaction with the staff is **wonderful**, they are **very nice** and are on their job daily. Your impression of our **facilities**, if visited: : The facilities are **excellent**, I **love** the **equipment**, that we have up here. and the **teachers that teach us**, Your thoughts on our **services offered**, if applicable: : The services offered here is wonderful, its helped me and my mother attend here as well. Any other comments: : Its a wonderful **place** to come, and I love coming. Feel free to send us your email address – it might help us respond to your feedback. : I do not have an email address, but my name is Linda Brunson.



Congress Heights Senior Wellness Center - Ward 8

A+

03/25/2013

Your interaction with our **Staff**, if any: : I **love** the staff, they are **friendly** and are so much of a help to me at all times. Your impression of our **Facilities**, if visited: : The Facilities at the **center** is **wonderful**, I **like all the equipment**, and its done a lot for my health. Your thoughts on our **services offered**, if applicable: : The services offered is **beautiful**, I like all of the services that the Center offers, I love the **Star exercise teacher** and the **Star nutrition teacher**, we have learned so much from them. Any other comments: : Yes, my day is not complete when I am not at the center, I love it. Feel free to send us your email address – it might help us respond to your feedback. : I do not have an email address, but my name is Della Scott.



Congress Heights Senior Wellness Center - Ward 8

A+

03/25/2013

Your interaction with our **Staff**, if any: : The Staff is **very nice**, and they **help you with any type of problem** that you might have. Your impression of our **facilities**, if visited: : I **like** the facilities, I **really enjoy** the exercise teacher and the **nutrition teacher**, they are **marvelous**. Your thoughts on our **services offered**, if applicable: : The services offered are **very good** and I **have taken advantage** of the **many trips** that they have. Any other comments: : I **love** the **Center**, it **has helped me a lot** and I have been coming to the Center since it opened. Feel free to send us your email address – it might help us respond to your feedback. : Florence Hill, I do not have an email address.



Congress Heights Senior Wellness Center - Ward 8

A+

03/25/2013